



CITY OF HOUSTON

NEWS RELEASE

Parking Management Division of ARA
Municipal Courts

FOR IMMEDIATE RELEASE

DATE: May 14, 2010

CONTACTS:	Christopher Newport Communications Officer Administration & Regulatory Affairs 713.837.9533	Liliana Rambo, CAPP Parking Management Director Administration & Regulatory Affairs 713.853.8193
	Gwendolyn Goins Communications Officer Municipal Courts Administration 713.247.4114	Nelly Santos Assistant Director Municipal Courts Judicial 713.247.8407

Parking Management Deploys New Parking Management System; Parking Adjudication Office Closed One Week Prior to Go-Live

Houston – The City of Houston's Parking Management Division of the Department of Administration & Regulatory Affairs will deploy a more convenient and efficient process for matters related to parking citations. The new parking citation management system allows for the creation of 'my account' profiles, which will allow customers to review their parking history, purchase permits and check hearing status from the comfort of their own home.

The new system, called T2 Flex, will go-live on Wednesday, May 26, 2010. **In preparation for going-live, parking hearings will not be held from Tuesday, May 18, 2010 through Tuesday, May 25, 2010.** The Parking Adjudication Office will re-open for business on Wednesday, May 26, 2010 at 9:00 am.

Additionally, the ability to make online payments and phone payments will not be available from May 18 through May 25, 2010. Customers wishing to pay for their citations during this time, can mail payments to PO Box 4997, Houston, TX 77210. Mailed-in payments will be processed in the new system after go-live.

To accommodate customers, a two-week grace period will be extended to customers who have unresolved parking citations not delinquent as of May 17, 2010. Citations are considered delinquent if no action is taken within 45 days of the date of issuance.

"Being able to process everything related to parking operations is a key benefit of the new system", said Liliana Rambo, Director of Parking Management. "Not only will we use T2 Flex to manage our enforcement activities and our permits, we're also looking forward to providing additional online services to our customers."

For more information about the City of Houston Parking Management, please visit www.houstonparking.org. For information about citations, visit the Municipal Courts website at www.houstontx.gov/courts or contact City's helpline at 3-1-1 or 713-837-0311 if outside the City of Houston.

###